

# Annual Performance Standards Report

2024 - 2025



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# Introduction

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## Who we are

WaterNSW is a State-Owned Corporation established under the *Water NSW Act 2014* and operates under an Operating Licence issued by the Minister for Water and monitored/audited by the Independent Pricing and Regulatory Tribunal (IPART).

WaterNSW operates the state's dams, capturing and storing water, and then supplying it ready for distribution – for the environment, agriculture, industry and the community. With 41 major dams and hundreds of waterways across the state, we play a vital role at the source of the state's water, delivering two thirds of all water used in NSW.

Our customers include farmers, irrigators, industry, small family businesses and environmental water holders like the state and Australian governments, who use our water to protect ecosystems and keep rivers flowing.

WaterNSW has a number of main functions established under the *Water NSW Act 2014*:

- we manage dams like Warragamba and protect the Greater Sydney drinking water catchment
- we supply water to customers, communities and the environment
- we build, maintain and operate essential infrastructure
- we service customers – from irrigators to local councils – providing support for water licensing and approvals, trades and billing, to meet their water needs
- we own and operate the largest surface and groundwater monitoring network in the southern hemisphere.

## Our purpose and vision

### Our purpose

Water, delivered when and where it matters.

### Our vision

To support the resilience of NSW communities through our leadership in delivering water services, for generations to come.

## Our values



### Think customer

In every decision we make, we consider the benefit to our customers.

### Drive change

We are open to change and always improving the way we do things.

### Deliver excellence

We take pride in individual and corporate excellence.

### Achieve together

We support each other and all work together as one team.

### Value our people

We keep people safe, treat them with respect and we are committed to growing our people.

### Own it

We do what we say we will do and we take ownership of our actions.

## Purpose of the report

The purpose of this report relates to reporting obligations under Part 4 of our Operating Licence.

Under clause 15 of the Operating Licence, Water NSW must, by 30 September each year:

- a) submit an annual report to IPART on its compliance with the performance standards during the preceding financial year that includes, at a minimum, the information set out in the reporting manual, and
- b) make that report publicly available online at the same time it submits it to IPART.

This report has been provided to IPART and published on the WaterNSW website to meet this requirement.

Information on the following performance standards is included in this report:

- Standards for direct water supply services, including:
  - Water quality performance standards
  - Service interruption performance standards
- Standards for water release services, including:
  - Water quality performance standards
  - Water delivery performance standards
  - Service interruption performance standards
- Standards for the Fish River water supply scheme (FRWSS), including:
  - Water quality performance standards
- Standards for trades, including:
  - Account processing standards.

# Standards for direct water supply services

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The following information outlines WaterNSW's performance against the standards for direct water supply services under Part 4 of the Operating Licence.

## Water quality performance standards

**D-WQ-1** - 100% avoidance of water quality incidents for all raw water supplied for the final end use as drinking water

**Result = 100% against the target of 100%**

- WaterNSW met the performance standard for D-WQ-1 for the period 1 July 2024 – 30 June 2025 (based on routine samples of agreed health related characteristics set out in the Water Monitoring Program (CD2011/179).
- This result is consistent with previous years for raw water supplied for treatment as shown below.

## Service interruption performance standards

Under clause 14 (2) of the Operating Licence, the following definitions apply:

- **planned service interruption** means any service interruption that is not an unplanned service interruption
- **unplanned service interruption** means any service interruption where it is not possible for Water NSW to provide customers with at least 7 days of notice of the service interruption.

**D-SI-1** - For 100% of planned service interruptions, all affected customers are notified at least 7 days before commencement of the interruption

**Result = 100% against the target of 100%**

- In 2024-25, there were four planned outages. All of the planned outages were notified to customers within the required timeframe using the contact details held by WaterNSW.
- One planned outage to replace the Oberon Dam intake tower valve was delayed. Customers were notified of the delay ahead of the initial scheduled completion date.
- Upper Canal retail customers (10 customers) were notified in advance of the Upper Canal outages in September 2024 and March 2025. In accordance with their water supply licence agreement, customers are to make alternative arrangements for their water supply.

**D-SI-2** – For 95% of unplanned service interruptions, all affected customers are notified of the expected rectification time within 24 hours of Water NSW becoming aware that an interruption has occurred

**Result = 23% against the target of 95%**

- In 2024-25, there were nine unplanned outages. All of the unplanned outages were notified to customers within the required timeframe using the contact details held by WaterNSW. Whilst we provided notification of the unplanned outages within 24 hours of the event, we included the expected rectification time in only two notifications, hence the 23% self-assessed compliance rating. Given this is a new metric, WaterNSW has since reviewed processes to ensure there is effective communication of the expected duration of unplanned outages on our website.

**D-SI-3** – For 100% of unplanned service interruptions where Water NSW is unable to meet the expected rectification time notified under D-SI-2, all affected customers are notified of the revised expected rectification time before expiration of the original expected rectification time

**Result = N/A against the target of 100%**

- D-SI-3 is not applicable for 2024-25, unplanned interruptions where an expected rectification time was provided to customers were all completed within the notified timeframe. No revised completion times were required.

**Table 1 – five yearly performance – direct water supply services**

Performance standard	D-WQ-1	D-SI-1	D-SI-2	D-SI-3
KPI	100%	100%	>95%	100%
2024-25	100%	100%	23%	Not applicable
2023-24	100%	Not reported <sup>2</sup>	Not reported <sup>2</sup>	Not reported <sup>2</sup>
2022-23	100%	Not reported <sup>2</sup>	Not reported <sup>2</sup>	Not reported <sup>2</sup>
2021-22	100%	Not reported <sup>2</sup>	Not reported <sup>2</sup>	Not reported <sup>2</sup>
2020-21	99.98% <sup>1</sup>	Not reported <sup>2</sup>	Not reported <sup>2</sup>	Not reported <sup>2</sup>

Note:

- 2020-2021 data includes Fish River Water Supply Scheme (FRWSS). From 2021 onwards, the FRWSS was reported separately.
- D-SI-1, D-SI-2 and D-SI-3 are new reporting requirements in the 2024-2028 Operating Licence.

All outage communications that have been issued are listed below with their corresponding date of issue. Please note that when a letter was issued, this was sent via Express Post.

**Table 2 – outage communications**

Date	Channel	Link to comms	Outage details
2/07/24	Email and website	<a href="#">Temporary outage for Fish River customers</a>	Pipe break 02/07 – 04/07
10/07/24	Website, Email and letter	<a href="#">Oberon Dam Intake Tower valve replacement works:</a>	Planned project work 29/07 – 30/08
30/08/24	Website, Email and letter	<a href="#">Oberon Dam Intake Tower valve replacement works delayed end date</a>	Planned project work delayed finish date 30/08 – 13/09
20/09/24	Website, Email and letter	<a href="#">Upcoming Upper Canal outage</a>	Planned 16/10 – 22/11
25/09/24	Website, Email and letter	<a href="#">Oberon Dam intake tower valve replacement works are now complete</a>	Planned project work completion 22/08 – 13/09
12/12/24	Website, Email and letter	<a href="#">Fish River outage</a>	Pipe break 12/12 – 24/12
21/01/25	Website, Email and letter	<a href="#">Temporary outage for Fish River customers</a>	Pipe break 21/01 – 23/01
14/02/25	Website, Email and letter	<a href="#">Fish River pipeline outage</a>	Pipe break 17/02 – 21/02
10/03/25	Website, Email and letter	<a href="#">Fish River pipeline outage</a>	Pipe break 10/03 – 11/03
25/03/25	Website, Email and letter	<a href="#">Temporary outage for Fish River customers</a>	Pipe break 25/03 – 27/03
14/04/25	Website, Email and letter	<a href="#">Fish River outage – Sodwalls to Rydal</a>	Pipe break 11/04 – 01/05
14/04/25	Website, Email and letter	<a href="#">Fish River outage – Duckmaloi to Rydal</a>	Pipe break 14/04 – 15/04
15/04/25	Website, Email and letter	<a href="#">Upcoming Upper Canal outage</a>	Planned 15/05 – 21/05
28/05/25	Website, Email and letter	<a href="#">Upcoming planned outage for Fish River</a>	Planned 16/06 – 23/06
27/06/25	Website, Email and letter	<a href="#">Outage for Fish River customers – Raw water</a>	Pipe break 30/06 – 04/07

# Standards for water release services

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The following information outlines WaterNSW's performance against the standards for water release services under Part 4 of the Operating Licence.

## Water quality performance standards

**R-WQ-1** - From 1 July 2026, 100% of persons registered for advance notifications are notified in accordance with the early warning system

**Result: Not applicable for 2024-2025** as this obligation has not yet commenced.

## Water delivery performance standards

**R-WD-1** - For at least 95% of non-complying water orders, customers are contacted to rectify that order within one business day

**Result = 100% against the target of > 95%**

Non-complying water orders are tracked monthly to quickly identify any areas requiring attention. Over 500 water order tickets were tagged as non-complying in 24-25. After excluding those out of scope - e.g. orders inside lead days that are subsequently approved, WaterNSW has achieved an excellent result of 100% of customers contacted within a business day to correct water order applications that were non-compliant.

**R-WD-2** - Raw water for at least 99% of water orders is released within one day of the scheduled day of release

**Result = 100% against the target of > 99%**

WaterNSW water planning and delivery operations were effective during 2024-25 with the team actively managing river operations. 100% of water orders were released within one day of the scheduled day of release unless we made prior contact with the customer about the need to reschedule any orders.



# Service interruption performance standards

**R-SI-1** - 100% of water orders that are rescheduled at Water NSW's initiative, are rescheduled in consultation with an affected customer within one day of Water NSW becoming aware of an expected water shortage or other relevant reason

**Result = 100% against the target of 100%**

WaterNSW actively manages river operations, which includes proactive consultation with customers about orders placed. In 2024-25, we contacted impacted customers impacted by rescheduling within 1 working day for all expected water shortages or delivery delays.

**R-SI-2** - At least 95% of affected customers are notified no less than 7 days before Water NSW ceases to, or becomes unable to, release water

**Result = 100% against a target of at least 95%**

There was one instance in the southern region where WaterNSW was unable to deliver water to customers in Booberoi Creek due to a regulator upgrade. WaterNSW notified customers 7 days prior to being unable to release water. Notification occurred on 13 May 2025, and the shutdown commenced on 20 May 2025.

There were three instances in the northern region where WaterNSW was unable to deliver water to customers and in each case, relevant customers were notified 7 days in advance:

1. NSW Border Rivers – we notified the NSW Environmental Water Holder on 4 June 2025 that a shutdown would result in the ceasing of the daily environmental release on 16 June 2025. Given this was related to be ability to deliver a translucent dam release flow, we communicated directly with the impacted customer.
2. Namoi valley – notification of works at the Mollee and Gunidgera Weirs for annual winter maintenance activities was provided to customers through Water Insights on 30 June 2025 with the shutdown commencing on 14 July 2025.
3. Macquarie valley – notification of works for Burrendong Dam penstock maintenance (these works spanned the FY24 and FY25 periods) was provided through Water Insights on 24 May 2024. Works commenced on 10 June 2024 and were planned to be completed by mid-August 2024. A further update was provided to customers on 30 July 2024; and on the 13 August 2024 we advised customers the work was complete, and the penstock returned to service.

The following events were based on potential channel capacity constraints:

1. Gunidgera/Pian Creek – on 10 December 2024, we notified customers that if the expected water order volumes were placed, it would be likely to exceed channel delivery capacity. To manage this, we advised customers of the possible need to roster water deliveries, and we managed those deliveries to ensure we did not exceed the channel capacity.
2. Gwydir River and Lower Namoi- on 6 January 2025, we notified customers to advise that if the expected water order volumes were placed, it would be likely to exceed channel delivery capacity in the river below Tyreel Weir. To manage this, we advised customers of the possible need to roster water deliveries from mid January 2025 onwards, and we managed those deliveries to ensure we did not exceed the channel capacity.

**Table 3 - five yearly performance water release services**

Performance standard (Previous clause)	R-WD-1 (4.3.2)	R-WD-2 (4.3.3)	R-SI-1 (4.3.4)	R-SI-2 (new metric)
KPI	>95%	99%	100%	>95%
2024-25	100%	100%	100%	100%
2023-24	0*	100%	100%	Not reported
2022-23	6*	100%	100%	Not reported
2021-22	98.2%	100%	100%	Not reported
2020-21	96.5%	100%	100%	Not reported

*\*for the 22-24 Operating Licence, this KPI was "no more than 5", however from 2024-25 the metric is "at least 95%"*

# Standards for Fish River water supply scheme

The following information outlines WaterNSW's performance against the standards for the Fish River water supply scheme under Part 4 of the Operating Licence.

## Water quality performance standards

**FR-WQ-1** - 100% avoidance of water quality incidents for all drinking water supplied

**Result = 100% against the target of 100%**

- Performance in 2024-25 = 100% (based on routine samples of characteristics set out in the Water Monitoring Program CD2011/179 for which there is a health guideline in ADWG).
- The result is an improvement in performance over the past five years.
- The improved performance is attributed to the ongoing water quality improvement activities and improved staff training and awareness programs.

**Table 4 - five yearly performance Fish River Water Supply Scheme**

Performance standard	D-WQ-1
KPI	100%
2024-25	100%
2023-24	99%
2022-23	99%
2021-22	97.83%
2020-21	99.98% <sup>1</sup>

1. 2020-2021 data includes Fish River Water Supply Scheme (FRWSS) and the declared catchment. From 2021 onwards, the FRWSS was reported separately.

# Standards for trades

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The following information outlines WaterNSW's performance against the standards for trades under Part 4 of the Operating Licence.

## Account processing standards

**T-AP-1** – No less than 90% of complying trade applications for temporary trades within the State are approved or rejected within 5 business days of Water NSW's receipt of the application

**Result = 99.4% against the target of no less than 90%**

The number of complying 71T temporary trades within the state was 5,457. Of these, 5,424 were processed within 5 working days.

**T-AP-2** – No less than 90% of complying trade applications for interstate temporary trades (except to South Australia) are approved or rejected within 10 business days of Water NSW's receipt of the application

**Result = 98.5% against the target of no less than 90%**

- The number of complying 71V interstate temporary trades (except South Australia) processed during the period was 942. Of these, 928 were processed within 10 working days.
- WaterNSW continued its strong history of exceeding target turnaround times for 71T and 71V applications, as noted above for T-AP-1 and 2.

**T-AP-3** – No less than 90% of complying trade applications for interstate temporary trades to South Australia are approved or rejected within 20 business days of Water NSW's receipt of the application

**Result = 93.1% against the target of no less than 90%**

- The number of complying 71V interstate temporary trades (to or from South Australia) processed during the period was 174. Of these, 162 were processed within 20 working days.
- The T-AP-3 KPI exceeded the required threshold but was lower than expected due to South Australia bringing a new information system online in Q1 of 24-25, which resulted in some longer processing delays during that 3-month period. Despite meeting the KPI, we consider that this KPI could be improved to exclude delays caused by South Australia (for example, using a "stop-the-clock" provision), as this is intended to be a KPI for WaterNSW's performance. The KPI exceeded an average of 97% for the rest of the water year.

**T-AP-4** – At least 95% of customers who place a non-complying trade application are contacted to rectify that application within 5 business days

**Result = 100% against the target of greater than 95%**

- A total of 6,573 trades were processed in 24-25: WaterNSW considers it is an excellent achievement to get a 100% result (against the target of >95%) in our first year of this metric. We have also made enhancements to our system to build in more efficient tracking capabilities for this KPI in future years.
- T-AP-4 is a new KPI and geared towards ensuring incorrect applications are not unduly delayed for the customer. WaterNSW already operates with that customer-centric intent which is demonstrated in our result of 100%.

*(Source D2025/88498)*

**Five yearly performance - water ordering and trades**

Performance standard (Previous clause)	T-AP-1 (4.3.5)	T-AP-2 (4.3.6)	T-AP-3 (4.3.7)	T-AP-4 (new metric)
KPI	>90%	>90%	>90%	>95%
2024-25	99.4%	98.5%	93.1%	100%
2023-24	99.63%	98.56%	95.24%	N/A
2022-23	98.79%	97.08%	99.31%	N/A
2021-22	99.36%	97.72%	99.33%	N/A
2020-21	95.92%	98.97%	99.46%	N/A

*\*for the 22-24 Operating licence, this KPI was "no more than 5". It has been amended to "at least 95%" for the 2024-28 version (as it was prior to the 22-24 Operating Licence).*